Office of Acquisition and Logistics — Supplier Relationship Transformation

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http://www1.va.gov/oamm/transformation/index.cfm

Advanced Planning Briefing

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The changing dynamic for Veterans in the 21st century mandates that the Department of Veterans Affairs accomplish its multitude of missions more effectively and efficiently. Delivering services to this growing and changing population of Veterans will require cutting-edge information technology, innovative and improved acquisition processes, a far-reaching transformation of the VA workforce, and end-to-end innovations in management.

Within this environment there are many challenges and some are more urgent because they directly impact VA's ability to deliver the right service or product to Veterans, at the right place, at the right time, with the right quality and with proper documentation. As part of the VA enterprise transformation, VA's leadership has committed to addressing these priority mission challenges with the involvement of Veterans, VA suppliers, and management at all levels.

- Supplier Relationship Transformation Home
- Forum
- Greatest Challenges
- Perception
- Next Steps
- Frequently Asked Questions
- Submit Your Ideas!

VA recognizes that our Supplier community is a critical partner in addressing these issues. We also know that the current VA business environment does not facilitate an easy or open exchange of information from the Supplier community to key VA decision makers. In an effort to improve and establish transparency in the process as well as increase VA access to the industry best of breed thought and innovation, the VA has embarked upon a transformation of the acquisition process under the staff cognizance of the Office of Acquisition, Logistics, and Construction. A key part of this transformation is Supplier Relationships.

News and Events

VA Technology Acquisition Center (TAC) Advanced Planning Briefing for Industry (APBI)

The VA TAC will hold an APBI on November 17, 2009 at the Sheraton Hotel, Eatontown NJ. This APBI will introduce the TAC to our industry partners and will provide an overview of opportunities from the VA Office of Information and Technology (OI&T) as well as an overview of the VA Architectural Framework. VA OI&T is looking for specific industry input in the area of software engineering during this APBI. Interested companies of all sizes should go to http://www.va.gov/oamm/oa/tac/ for additional APBI registration information.

Supplier Relationship Transformation
The 13 Greatest Challenges

http://www1.va.gov/oamm/transformation/challengefocus.cfm

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United States Department of Veterans Affairs

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The 13 Greatest Challenges

1. Eliminate Veteran Homelessness

Current population estimates suggest that about 131,000 Veterans are homeless on any given night, and perhaps twice as many experience homelessness at some point during the course of a year. We intend to eliminate Veteran homelessness over the next five years. We are seeking ideas to help us:

- Apply proven mental health treatments and actively test promising techniques to relieve suffering.
- Establish a National Homeless Registry that will collect and maintain data about homeless Veteran individuals so that we can better track individuals and connect them to needed services and support.
- Apply mobile handheld technology to make it easier for our extensive field network to make timely, accurate entries of data and retrieve information wirelessly from the National Homeless Registry, as well as vital health information from VA's electronic health records system.

- Supplier Relationship Transformation Home
- Forum
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2. Enable 21st Century Benefits Delivery and Services (e.g., Backlog Reduction)

VA is responsible for administering programs that provide benefits and services to Veterans and their families in recognition of their service to the nation. However, increasing volume and complexity of claims and increasing benefit coverage have driven a processing backlog that must be eliminated. We are seeking ideas to help us:

- Design and implement a modern claims management system.
- Improve interoperability within the claims IT infrastructure and between benefit systems across VA.
- Provide claims status to Veterans and employees throughout the claims process to improve transparency and quality of client service.
- Streamline the claims process to capture efficiencies and balance workload across functions and geographies.

3. Automate GI Bill Benefits

The Post 9/11 GI Bill provides education benefits for service members and current and previously activated National Guard and Reserve members who

Supplier Relationship Transformation
The 13 Greatest Challenges

1. **Eliminate Veteran Homelessness**
2. **Enable 21st Century Benefits Delivery and Services (e.g., Backlog Reduction)**
3. **Automate GI Bill Benefits**
4. **Implement Virtual Lifetime Electronic Records (VLER)**
5. **Improve Veteran Mental Health**
6. **Build Veteran Relationship Management (VRM) Capability to Enable Convenient, Seamless Interactions**
7. **Design a Veteran-Centric Healthcare Model and Right-Sized Infrastructure to Help Veterans Navigate the Healthcare Delivery System and Receive Coordinated Care**
8. **Expand Healthcare Access for Veterans, Including Women and Rural Populations**
9. **Ensure Preparedness to Meet Emergent National Needs (e.g., Hurricanes, H1N1 Virus)**
10. **Develop Capabilities and Enabling Systems to Drive Performance and Outcomes**
11. **Establish Strong VA Management Infrastructure and Integrated Operating Model**
12. **Transform Human Capital Management**
13. **Perform Research and Development to Enhance the Long-Term Health and Well-Being of Veterans**

Submit your ideas!